

West Region TRICARE Contract Transition

Frequently Asked Questions:

Q: How do I contact the new TRICARE contractor for claims questions, fee payments, or new enrollments?

A: UnitedHealthcare Military & Veterans may be reached at 877-988-9378 or www.uhcmilitarywest.com.

Q: I'm currently enrolled to Madigan. Will I lose my Primary Care Manager when UnitedHealthcare Military & Veterans takes over from TriWest Healthcare Alliance?

A: No, you will remain with your present Primary Care Manager when the contract with UnitedHealthcare becomes effective on 1 April 2013.

Q: I received a letter from UnitedHealthcare stating that I have to fill out a new form, to pay my TRICARE premiums, why? What's wrong with the one I filled out before?

A: The payment authorization you granted to TriWest Healthcare Alliance to make these withdrawals will not transfer to UnitedHealthcare when they assume responsibility for administering your benefits, beginning April 1st. Your payment authorization is necessary in order for UnitedHealthcare to continue your monthly electronic funds transfer (EFT), from your bank or your recurring debit/credit card, (RCC) payment.

Q: I use internet banking and have my monthly payments to TRICARE set up as a scheduled payment from my bank account. Does this meet the requirement for a recurring payment method?

A: No. Scheduled internet banking payments do not meet the requirement of recurring payment method established by TRICARE. The only accepted methods of payments drawing from your bank account are EFT or RCC.

Q: I pay my TRICARE Prime premium by allotment. Why did I receive a letter from UnitedHealthcare telling me I had to complete a special form?

A: You do not have to do anything. The letter you refer to was addressed to those beneficiaries who utilize EFT and RCC options only.

Q: I am over 65 years old, I do not pay for my TRICARE benefits anymore. Why did I receive information asking me to fill out a form for payment to UnitedHealthcare?

A: During the transition to UnitedHealthcare Military & Veterans, Welcome Packets were sent to all TRICARE beneficiaries in the West Region. These packets were sent to all beneficiaries in the TRICARE West Region which included TRICARE for Life (TFL) beneficiaries. These packets were sent to TFL beneficiaries only as an announcement of a change of contractors for TRICARE in the West Region and require no action. You will continue to be serviced by Wisconsin Physicians Services (WPS). Please call them at 866-773-0404 should you have further questions. You will not be required to make any payments. You must however, purchase Medicare Part B in order to keep your TRICARE For Life benefit. If you fail to purchase Medicare Part B, you will lose your TRICARE benefit.

Q: I have a civilian provider as my Primary Care Manager. I live close to Madigan, but prefer to be seen in the civilian community. If my provider does not sign up for UnitedHealthcare, what are my options? Do I have to come to Madigan?

A: If you live in Madigan's Prime Service Area, (40 mile radius/30 minute drive time), you will be enrolled to Madigan or one of our community based medical homes, per our enrollment guidelines. If you live outside of the Prime Service Area, you will have an option of enrolling with a Madigan Primary Care Manager (PCM) or remaining in the network with an UnitedHealthcare PCM. Please contact our Managed Care Division staff @ 253-968-0643/3491/3348 or visit the TRICARE Service Center in the Medical Mall for additional information.

Q: I paid my TRICARE Prime enrollment fee in full on 1 October 2012; do I need to submit another payment to UnitedHealthcare? Why did I receive a letter stating I needed to change my payment option NLT 10 Mar 13?

A: (a) No; if you paid your enrollment fee in full you do not have to submit another payment to UnitedHealthcare. Any payments you have made to TriWest will be transferred to UnitedHealthcare.

(b) You may have received a letter stating that you need to change your payment option NLT 10 March 2013, because your records indicate that you currently submit your monthly TRICARE payments by means of recurring automatic payments through an electronic funds transfer from your bank account or through a recurring debit/credit card payment. Your payment authorization with TriWest Healthcare Alliance to make these monthly withdrawals will not transfer to UnitedHealthcare when they assume responsibility for administering your benefits on 1 April 2013. The 10 March 2013 deadline is to ensure your coverage under TRICARE Prime, will continue without interruption.

Q: I am a retiree and pay my premiums through allotment; do I need to complete another allotment form?

A: No. If your payment is made by allotment from your retired pay, you do not have to complete another allotment form.

Q: I am enrolled in the TRICARE Young Adult Program. Do I have the option of paying my enrollment fees quarterly or annually using a debit/credit card?

A: No. Only retired service members and their eligible family members, enrolled in TRICARE Prime have that option. TRICARE Reserve Select (TRS) and TRICARE Retired Reserve (TRR) are not eligible for this payment option either.

Q: I am enrolled to Madigan, but I've been unable to make an appointment because my provider's name is not in my file. What is being done about that?

A: We are aware of the problem and have found the solution to this concern. Because you are newly enrolled to Madigan, you will be issued a *"Pre-enrollment Letter"* which will be honored by our appointments staff who will provide you an appointment without delay. When calling to make an appointment, please advise the clerk that you were issued a *"Pre-enrollment letter."*